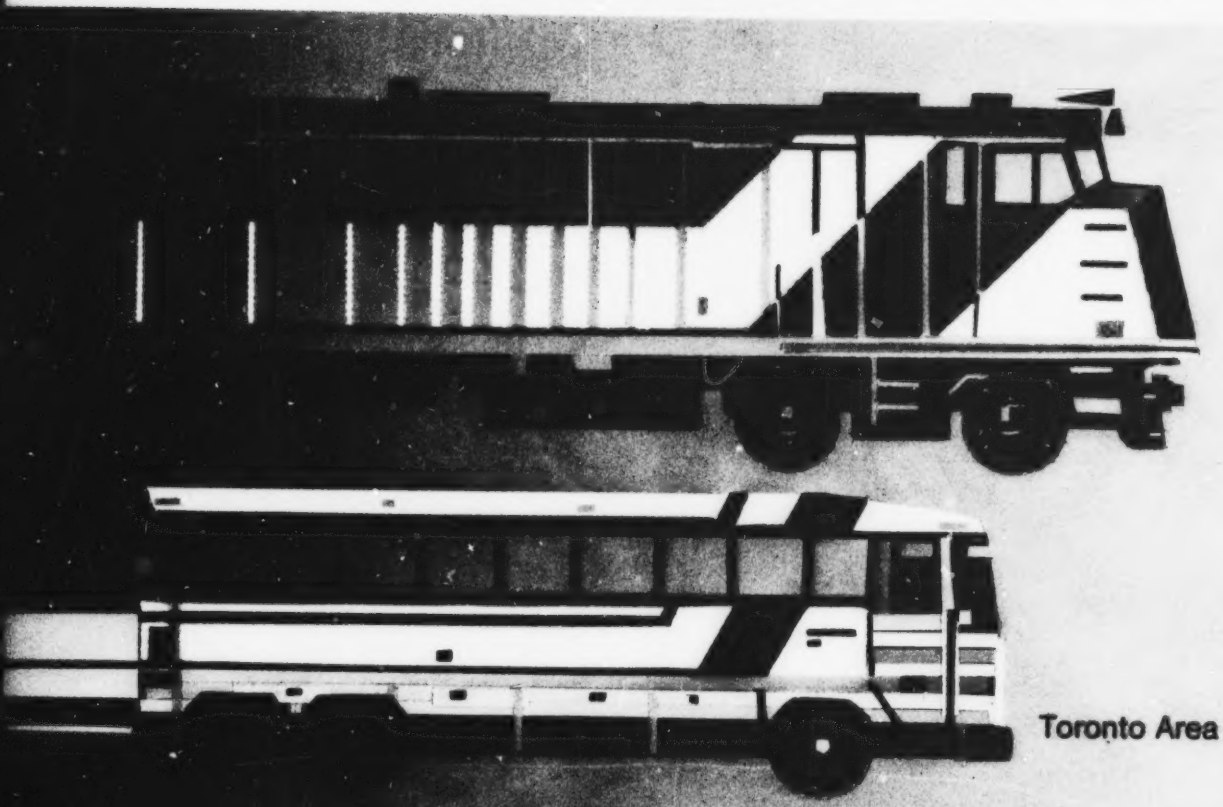
GO TRANSIT

# Annual Report

For the year ended March 31, 1984



Toronto Area Transit Operating Authority

GO TRANSIT

555 Wilson Avenue, Downsview
Ontario, Canada M3H 5Y6
(416) 630-6230 Telex 06-217508

July 24, 1984

The Honourable James W. Snow
Minister of Transportation
and Communications
Ferguson Block
Queen's Park
Toronto, Ontario
M7A 1Z8

Dear Mr. Minister:

It is my honor, on behalf of the Members of the Board, to present the 1983-84 annual report of the Toronto Area Transit Operating Authority.

It is also my pleasure to extend our thanks to you and your staff at the Ministry of Transportation and Communications for your continuing co-operation and assistance, a special relationship which we at GO Transit hope will continue to grow.

Respectfully submitted,

L.N. Parsons
Chairman

Office of the Minister

Ministry of Transportation and Communications

Ferguson Block
Queen's Park
Toronto, Ontario
416 965-2101

July 25, 1984

The Honourable John Black Aird
Lieutenant Governor of Ontario
Legislative Building
Queen's Park
Toronto, Ontario
M7A 1A1

May It Please Your Honour:

I have the privil[illegible]ering for the information of Your Honour and [illegible]ative Assembly the report of the activities of the T[illegible]to Area Transit Operating Authority for the year ended March 31, 1984.

Respectfully submitted,

James Snow
Minister

# Chairman's Summary

The tide has turned. Ontario began swinging around slowly but surely out of the recession, and economic recovery was no longer just a glimmer on the horizon. For GO Transit, fiscal 1983-84 was considerably brighter than prior years had been.

As the economy strengthened, plans that had been shelved for lack of funds were revived; much-needed expansion and improvement of GO facilities got under way again. Capital resources were still tight, however, for all sectors of Government, a situation which will probably prevail for the rest of the decade. Making maximum use of available means therefore remained a prime objective, but squeezing the most out of every dollar was not always easy. As business opportunities grew, putting people back to work, one effect of the upswing in the economy was an increase in demand for efficient public transportation; its services somewhat strained as a result, GO still strove, as always, for the high standard of safe, affordable transportation which its patrons, rightly, have come to expect.

This it attained without increasing the taxpayer's share of financing the service. Its revenue/cost ratio improved for the first time in several years, and at year end GO was recovering more than 58 per cent of its operating costs through revenue. A greater proportion of the cost of providing GO service is thus being borne by the user – the equitable way of paying for a socially essential service like public transit. The amount of Provincial subsidy, of course, would have been much higher had the ratio been less. GO is confident of being able to keep closing in on the 65-per-cent target set for it by Cabinet in 1977, and the situation should improve even more in the next few fiscal years.

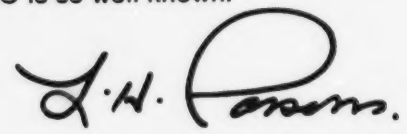
Building on the future, GO forged full steam ahead with its plans to provide the type and level of service which can realistically meet the demand of not just the next few years but several decades

hence, into the next century. This long-range strategy calls for the development of Advanced Light Rail Transit service (GO-ALRT) to improve and strengthen interregional transit for the Hamilton-Toronto-Oshawa area now served by GO. Development will start with extension of the present Lakeshore line east from Pickering to Oshawa, and the GO-ALRT network will eventually stretch along the entire Lakeshore between Hamilton and Oshawa, as well as on a northern route through Toronto connecting Oakville and Pickering with the international airport and several municipal city centres in the GO service area.

The Province's fiscal restraints, of course, dictate the timing of this extensive project's various phases, but much has been accomplished since the plans were unveiled in late 1982. Planning and design have reached the point where GO is poised to begin construction of the first section – Pickering to Oshawa – early in the next fiscal year; if the project continues to progress on schedule, service on this portion of the new network should become operational by 1988.

Naturally, while these plans become reality, passengers can expect some inconvenience on the present system. The outcome of this bold strategy, however, will be well worth the wait: a new and exciting era for GO is just around the corner.

As GO moves towards that era, I am positive that all involved – GO staff, its operators, its Board – will meet the complex challenges ahead; the efforts and dedication shown in the past attest to that. I would like to thank all for their contributions during the year, and I am certain that all will keep working together to deliver the quality service for which GO is so well known.



L.H. PARSONS
Chairman

# Managing Director's Report

## Ridership

Ridership gains improved for the second successive year, reflecting the slow but steady recovery of the economy. Though modest, a far cry from the substantial increases of before the recession, GO's system ridership growth was nevertheless encouraging.

Combined rail and bus carryings increased from 23 million passengers in fiscal 1982-83 to over 24 million in 1983-84 – a 5.6-per-cent gain – with rail ridership responsible for 14 million and bus for 10 million passengers. Again, for the fourth straight year, the bus system surpassed rail in ridership growth rate with a 7.6-per-cent increase over the previous year; rail passenger carryings, meanwhile, increased by 4.2 per cent over 1982-83. In comparison, the increases registered the previous year had been 4.7 per cent for the bus network, 2.9 for rail and 3.6 for the system.

Average weekday ridership at year end was 87,500 passenger trips systemwide, compared with 83,750 the previous year; GO Trains accounted for 53,200 trips, up from 50,350, and GO Buses for 34,350, up from 33,400. The 12-month average for the year was 51,900 passenger trips for rail and 33,000 for bus for a system total of 84,900; in comparison, the 1982-83 average was 50,300, 31,650 and 81,950 respectively. (See graph, page 9.)

On the rail system, the greatest growth rates were in the Milton and Stouffville corridors. The Milton service's passenger carryings for the year increased by almost 22 per cent over 1982-83 – launched in late 1981, the line is still building its ridership, aided by a surge in new residential development along the route, and is expected to continue doing so in subsequent fiscal years. On the Stouffville line, which was launched in September 1982 with the Bradford service, average daily ridership increased by over 50 per cent from 650 passengers at the inception of service to 950-1,000 by year end.

Annual growth was slower on the Lakeshore line (2 per cent) and the Georgetown line (0.7 per cent), but both services, which serve mature markets, are slowly recovering like the system in general. Ridership on the Richmond Hill line was down by 7.3 per cent – a decline which was offset by increases in GO Bus carryings in the same corridor.

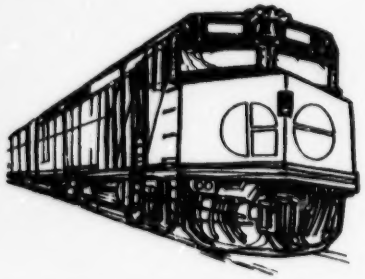
On the bus network, the growth corridors of the last few years – Brampton/Bramalea-Toronto, North Yonge and Oshawa-Toronto – again registered increases. Significant gains also occurred in the Newmarket corridor and the Hamilton QEW City Link and Oakville train meet services.

## Rail Operation

New equipment, service refinements and cost-cutting measures were the highlights of the GO rail operation in 1983-84.

The Bi-Level II rail coach was phased into revenue service during the year, introducing passengers to a refinement of the popular original GO bi-level which had made its debut in 1978. By the end of December, all 71 new coaches (including 15 cab cars) were in full operation, making bi-level equipment universal on the Lakeshore service and on most trips in other corridors as well.

Stouffville GO Train service was improved by adding stops at Danforth and Scarborough stations on the Lakeshore line to give commuters access to the Bloor-Danforth subway. At the same time, service on the Lakeshore was



streamlined to allow this change, eliminating the Scarborough stop on one trip each in the morning and evening.

Under a program begun last fiscal year, another Lakeshore train was cut back from double-to single-locomotive operation to reduce running and maintenance costs. The second locomotive on certain trips had been added earlier when, with ridership expanding, the number of cars had been increased to the point that a single locomotive could not meet the schedule; the program will continue, with corresponding schedule adjustments causing the minimum of inconvenience to passengers.

Over Christmas and New Year's, when patronage dropped as expected by 40 per cent, GO trimmed its rail and bus services accordingly for operational savings. Special, extra trips were still run, as in previous seasons, but the holiday schedule this time was designed to meet demand more closely than in the past, offering service when it was needed most.

Further cost savings were also effected when wayside power facilities for layover trains went into use at the Bradford and Stouffville stations and at Bathurst North yard just west of Union Station. Besides keeping trains warmed up and ready for service, wayside power reduces the need for costly non-revenue equipment moves and the resultant wear and tear on rolling stock. Work continued on installing layover heating equipment in locomotives and auxiliary power units not already equipped – 21 units have been outfitted so far, and the remaining 26 will be done in subsequent fiscal years.

The three-year locomotive backshopping program begun in 1982-83 continued, with three more GP40-2s overhauled to GO's specifications for $1.39 million by the Ontario Northland Transportation Commission in North Bay; another six locomotives are scheduled for overhaul to virtually new condition in 1984-85.

In July, GO took over the maintenance of track at its Willowbrook and Bathurst North yards, preferring direct responsibility to the contracting out of this important function. CN and CP Rail, as contract operators of GO Train service, remain responsible for maintaining all mainline track for GO.

The leasing of equipment at off-peak times also continued as part of GO Transit's effort to generate extra revenue to help defray operating deficits.

(See pertinent items elsewhere in this report for other details.)

## Bus Operation

Like rail, the bus operation refined and improved service to meet specific demands.

Most changes were minor, but service was upgraded considerably on the Hamilton City Link and North Yonge C routes. Weekday frequency on the eastbound City Link expresses from Hamilton to Toronto was increased from 30- to 20-minute headways during morning rush hour, with non-timetabled extra buses providing service every 10 minutes in effect; at year end a similar

*The first employee drivers for GO began providing service in January*

upgrading in April 1984 was scheduled for the evening service westbound from Toronto. Saturday-morning 15-minute frequency on the North Yonge C service was extended to start two hours earlier, improving service further for residents in one of the bus network's most populous corridors; service on this route runs all week, as often as every five to 10 minutes during weekday rush hour. Service was upgraded too for Markham residents with the rerouting of local trips in the Uxbridge corridor via Markville Centre and McCowan Road, improving connections with Markham Transit.

In conjunction with the rail operation, GO Bus service was reduced to meet decreased demand during the Christmas and New Year's period, although extra service was run where needed. Combined with equipment rentals to other carriers to meet their seasonal crunch, these service adjustments netted significant cost savings for GO.

Towards year end, GO hired its first bus drivers – 12 full- and four part-time – and began operating the Bayview and Uxbridge services itself on January 29. The move to provide service directly, not through an outside agency, came after expiry of Travelways' contract to supply driver services on these two routes.

On the equipment side, the leasing out of buses in off-peak periods continued. Formerly available only to GO's contract operators, leasing had been extended in the last fiscal year to all Ontario Motor Coach Association carriers in Southern Ontario; the main lease in 1983-84 was to Travelways, which used GO Buses in cottage country throughout the summer and until the end of 1983.

In the ongoing refurbishing of GO Buses, 34 vehicles were overhauled during the year, and another 35 are scheduled for work in 1984-85. The refurbishing entails major structural repair to improve cosmetic appearance and extend the life of the vehicles by at least six years.

Satellite garages went into operation during the year in Newmarket and Hamilton. The first phase of the Newmarket garage, consisting of outdoor parking for 30 buses and two trailers for drivers and maintenance, went into use in late September; full support facilities will be built in the garage's second phase when funds become available. Property on Catharine Street next to the GO Bus terminal was bought in March 1984 for the Hamilton satellite, although GO began leasing and using the facilities in August 1983; the 0.18-hectare (half-acre) site, with a 260-square-metre service building, accommodates 30 buses. At this stage, both satellites look after overnight bus storage, fueling, cleaning and minor repairs, minimizing deadhead mileage to and from the main Steeprock Bus Garage in Downsview.

(See pertinent items elsewhere in this report for other details.)

| | Corridor | Passengers Carried (Thousands) 1983-84 | Passengers Carried (Thousands) 1982-83 | Route Kilometres Operated (At year end) 1983-84 | Route Kilometres Operated (At year end) 1982-83 | Kilometres Operated (Thousands) 1983-84 | Kilometres Operated (Thousands) 1982-83 |
|---|---|---|---|---|---|---|---|
| **Rail** | | | | | | | |
| | Lakeshore | 10,918 | 10,702 | 97 | 97 | 1,340 | 1,306 |
| | Georgetown | 1,281 | 1,272 | 47 | 47 | 94 | 118 |
| | Richmond Hill | 470 | 507 | 34 | 34 | 92 | 99 |
| | Milton | 1,099 | 902 | 50 | 50 | 114 | 112 |
| | Bradford | 178 | 101 | 67 | 67 | 32 | 23 |
| | Stouffville | 202 | 96 | 46 | 46 | 28 | 33 |
| | **Total** | **14,148** | **13,580** | **341** | **341** | **1,700** | **1,691** |
| **Bus** | | | | | | | |
| | Hamilton | 2,217 | 2,130 | 178 | 178 | 3,893 | 3,734 |
| | Milton | 157 | 157 | 60 | 60 | 434 | 426 |
| | Georgetown | 1,319 | 1,237 | 217 | 217 | 2,241 | 2,242 |
| | Newmarket | 4,225 | 3,731 | 352 | 323 | 3,993 | 3,537 |
| | Uxbridge | 137 | 134 | 148 | 148 | 418 | 399 |
| | Oshawa | 2,179 | 2,118 | 172 | 172 | 2,586 | 2,541 |
| | **Total** | **10,234** | **9,507** | **1,127** | **1,098** | **13,565** | **12,879** |
| **System** | | **24,382** | **23,087** | **1,468** | **1,439** | **15,265** | **14,570** |

## Service for Special Events

Demand remained strong for service for special events.

GO Transit as usual operated regular and special service for a variety of attractions, including Argo and Blue Jay home games, the Canadian Open golf championship, Canada's Wonderland, Ontario Place, the Canadian National Exhibition, and numerous shows throughout the year at Exhibition Place.

This type of service, usually in demand in the off-peak, involves resources which are already available; being very cost-effective, it helps offset general operating expenditures and increasingly has become an important aspect of GO's operation year round.

GO promoted such service more extensively than before through radio and print advertising and joint publicity with other organizations. Special homebound trains on the Lakeshore line were again provided for the football season, and GO embarked on a joint promotion with the Toronto Argonauts to build the market for Exhibition station service; by year end a similar campaign with the Blue Jays was planned for the summer 1984 baseball season. Service was also stepped up in November for the Eastern Canadian football final at Exhibition Stadium.

Exhibition station ridership through the year was higher than in 1982-83, and GO Train carryings for the Canadian National Exhibition in August-September, after a four-year decline, increased by 34 per cent over 1982. GO Transit handled 546,400 passengers during the 20-day show, compared with 407,600 the previous summer; CNE attendance itself was up over 1982, and GO's percentage of the CNE gate increased for the third straight year to 10.8 per cent.

Canada's Wonderland express bus service proved popular again in its third season. The shuttle service carried 312,000 passengers from May through October, and a daily ridership record of 8,300 – 73 per cent more than the 1982 high – was set on September 4, when 17 buses operated virtually non-stop all afternoon and evening.

At fiscal year end, planning was well under way for another special service: joint, intensified transit service with the TTC for the estimated crowd of one million expected at the Papal mass in September 1984 at the Canadian Forces base in Downsview.

## Fare Integration

Pickering became the fifth transit system to take advantage of GO's fare integration incentive, adopted permanently in 1981 after being successfully tested in Brampton and Oakville.

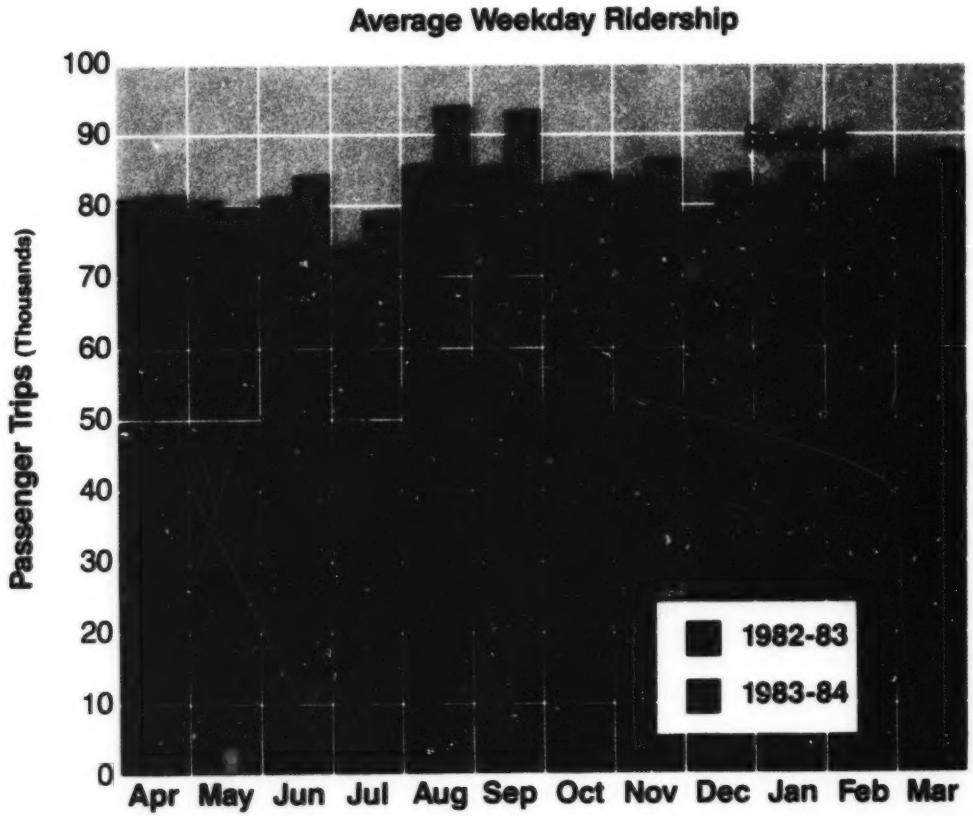
Designed originally to relieve GO parking lot congestion, the fare integration program mutually benefits local transit systems and GO by encouraging commuters to take public transportation all the way between home and destination. Integrating fares with those of the local systems allows GO-ticketed passengers to transfer free, or at a sizeable discount off the full combined fare, between the local bus and GO Transit at the GO rail station in their community.

The program is available to any municipal transit system in the GO commutershed which connects with the GO Train, and its cost – loss of the local fare which would otherwise be collected – is shared by GO and the municipality involved. Local systems taking part quickly recoup some of their investment through

substantial gains in ridership. In Pickering, where fare integration was introduced at the end of May 1983, ridership on Pickering Transit bus routes serving the GO station jumped by 33 per cent in the first month – despite summer patronage's tendency to decline; average weekday carryings have since increased by 148 per cent, in line with the experience of the other communities participating in fare integration.

By the end of 1983-84, nearly 4,000 passengers a day were taking advantage of integrated fares in the five communities involved: Brampton/Bramalea, Oakville, Burlington, Mississauga and Pickering.

In another effort to make commuting easy, GO began selling the TTC Metropass together with its own discount monthly pass. The new arrangement with the Toronto Transit Commission, which started in February, enables passengers to buy both passes at the same time at virtually every GO ticket outlet in Metro Toronto. Purchasing the passes in the same transaction by charge card also became possible at Union Station and Yorkdale Bus Terminal, the only locations where the credit card sale of GO monthly passes is available.



## Bi-Levels

GO's new, second-generation bi-level rail coaches were phased into service during the year, virtually doubling the existing fleet.

The first four Bi-Level IIs had entered revenue service at the end of March 1983, and the rest of the 71-car order went into active service this fiscal year upon delivery and acceptance from the manufacturer. All Bi-Level IIs, including 15 cab cars (the first such bi-levels), were in full operation by the end of December, making the unique bi-level the standard for the GO rail fleet.

Like the original 80 coaches introduced in 1978, the Bi-Level IIs were built to GO's specifications by Hawker Siddeley Canada Inc. in Thunder Bay. The new coach is the same size as the original version and holds the same number of passengers (162 seats in the coach, 161 in the cab car); it is, furthermore, a refinement of the original and incorporates numerous modifications based on several years of operating experience.

Cost of the new coaches, after adjusting for inflation and including commissioning and spare part costs, will total an estimated $74 million. Basic cost of each coach is $980,000, with the cab cars (which first went into service in July) costing $1.15 million apiece.

The new coaches were ordered as replacements for the aging single-levels, although the newer single-levels remain in operation to meet service demand. GO, meanwhile, actively pursued the disposal of surplus single-levels with interested transit properties. A three-year lease of 53 cars was struck with the Massachusetts Bay Transportation Authority (which had leased 60 single-levels once before, in 1979-81, when the cars had been temporarily surplus pending the start of the Milton GO Train service). At year end, 33 cars were in Boston for MBTA service; the remaining 20 will be shipped in 1984-85.

## Wayside Power

Wayside power facilities became operational over the winter at Bathurst North yard and the Bradford and Stouffville terminus stations, keeping layover trains warmed up and ready for service through trackside electrical power.

A fuel-saving measure, wayside power allows the shutdown of trains laying over in cold weather by heating their locomotive and auxiliary power engines electrically – eliminating the need to idle, and reducing noise, wear and tear and costly deadheading. Before wayside power, the Bradford train had been laying over with locomotive idling, as had trains at Bathurst North stored during the day between rush hours; the Stouffville train had been deadheading to and from the central Willowbrook depot when not in service.

All necessary equipment, including a crew trailer at Stouffville, was installed this fiscal year and went into use in December at Bradford and Stouffville and in February at Bathurst North.

Wayside power is now in use at six locations on the rail system, the other three being Willowbrook, Georgetown station (where this method of fuel conservation was introduced in the winter of 1979-80), and the Guelph Junction yard west of the Milton line terminus. Willowbrook's equipment can handle as many as 14 bi-level GO Trains, while seven can be plugged in at Bathurst North (located just west of Union Station). GO's facilities will be used fully once all rolling stock is modified for hook-up to wayside power.

## Rail Station Development

Parking lot expansions and improvements were carried out at several rail stations throughout the system.

Capacity was enlarged substantially at Rouge Hill, Eglinton and Scarborough stations on the Lakeshore East – projects which had been awaiting the availability of capital funds for some time. Rouge Hill's capacity was increased to 683 spaces with the addition of a 210-stall parking lot on the north side of Lawrence Avenue, across from the station. The Eglinton project expanded the existing parking lot westerly, increasing capacity by 143 spaces to 641. At Scarborough, the expansion added parking for 179 cars to bring the total capacity to 471 spaces. The expansions, costing $465,000, increased capacity by 42 per cent and included illumination and remedial work as well.

Parking lots were upgraded at nine stations on the Bradford and Stouffville lines, completing the improvements begun in 1982 for the launch of the two services. The work consisted of gravelling or paving, and site illumination and drainage improvements. The stations have a total capacity for 615 cars, and only Milliken station, which does not have a parking lot, was not included in the project.

At Brampton GO station on the Georgetown line, the upgrading begun the previous fiscal year was completed to provide a total capacity of 370 spaces. This year's phase added 68 spaces northeast of the existing lot on lands acquired from private owners and leased from CN Rail; a new, four-bay bus loop was built on the new site, vastly improving connection with local transit, particularly for fare integration passengers, and the entire parking area was repaved too as part of the $290,000 project.

Platform shelters were upgraded at Brampton and two other stations on the line – Bramalea and Etobicoke North – and at Danforth station on the Lakeshore East. Large, prototype shelters – about twice the size of most existing shelters – were erected for $126,000, part of an ongoing program to improve rail shelters throughout the network. The new structures are of modular construction, with metal frames and safety glass all round, and feature a large roof overhang for extra passenger protection; installation of this type of shelter, with design modifications, is planned for other stations in subsequent fiscal years.

During the year, passenger-handling improvements were also carried out at Union Station in downtown Toronto; design was completed for platform and tunnel access improvements to be made in 1984-85 at Port Credit station on the Lakeshore West; and the platform at Malton station on the Georgetown line was raised to correspond with track for a new rail overpass at the nearby Derry-Airport Road intersection.

## Union Station

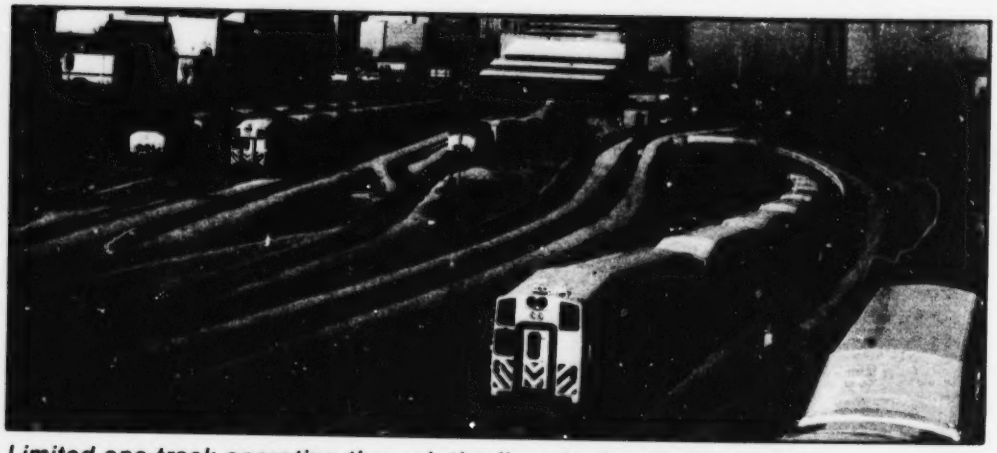
Modifications to improve facilities continued at GO's Union Station concourse, which opened in 1979.

GO completed design during the year for major platform access changes inside the trainshed, improvements which, together with expanded access to the TTC subway, will be undertaken in fiscal 1984-85 if funds can be obtained. The project is estimated to cost $4.7 million.

Other improvements were made during the year to improve passenger handling for the concourse, through which 95 per cent of all GO Train commuters pass

every weekday. A new set of stairs was built at the west end of the platforms to route passengers, primarily from the Lakeshore service, through the VIA hall to the GO concourse until the proposed major changes can be made.

In the GO concourse itself, two other projects got under way at year end: upgrading of the entrance doors at Bay Street and the TTC subway to withstand heavy use, and replacing of the original concourse carpeting with ceramic tiles to lower upkeep and extend flooring life.



*Limited one-track operation through the flyunder began during 1983*

## Toronto Transportation Terminal Redevelopment

Work on the extensive Toronto Transportation Terminal redevelopment progressed on schedule. Reconstruction begun in 1978 is in the final phase, headed for completion by the end of 1985.

The project is designed to meet anticipated long-range commuter demand by increasing the Toronto terminus' passenger-handling capacity (accomplished with the new GO concourse in Union Station) and relieving the critical rail traffic congestion of the western approaches to the station.

Extensive changes to the approach track network were required to open up the bottleneck at the Bathurst Street junction, and GO's mainline tracks there were increased from two to four in the last fiscal year. Two more mainline tracks, and the two tracks in the flyunder at Spadina Avenue, were installed this fiscal year; limited one-track operation through the flyunder commenced during 1983, and the final phase to complete the second track and connect the flyunder to the Lakeshore line will begin in the spring of 1984. All trackwork, including track-switching installations at the Bathurst Street junction, will be finished by the end of 1984.

A new signal system will also be installed to control train movements through the redeveloped approaches. The system's design was completed during the fiscal year and accepted by the railways, and work is scheduled to begin in the spring of 1984, with completion by late 1985.

The capital works value of the 1983-84 portion of the project was $2.8 million. Final cost is estimated at $55 million for the entire redevelopment, excluding additional, long-term signal upgrading still subject to further negotiation with the railways.

## Newmarket Bus Garage

Newmarket Bus Garage's first phase was built in mid-1983 and went into operation in late September.

One of two satellite facilities augmenting GO's main Steeprock garage in Downsview, Newmarket garage is responsible for the cleaning, fueling and minor maintenance of buses in the busy Newmarket/North Yonge corridor. When full support facilities are built in the second phase, other maintenance functions will be transferred from Downsview to minimize deadheading and forestall further expansion at Steeprock.

The garage is sited on 1.9 hectares (4.7 acres) on Highway 11 about 1.6 kilometres north of Highway 9. First-phase facilities include paved parking for 30 buses, with electrical plug-ins for winter layover; staff parking for 54 cars; site illumination; bus fueling and servicing equipment; and two trailers for drivers and maintenance employees.

Overnight storage and maintenance had previously been handled at the old Newmarket terminal on Highway 11 just south of 9. With the growth of the Newmarket corridor, GO had outgrown the facility, in use since GO Bus service began in 1970, and eventually relocated the passenger and maintenance functions to separate, larger sites. The new Newmarket Bus Terminal, which is located on Highway 9 just west of 11 (Yonge Street), went into service in January 1983 and was officially opened on June 17.

## York Region Terminal

Major improvements to York Region Terminal on the North Yonge GO Bus route were approved during the year for construction in 1984-85.

Designed to improve transfer between GO and the TTC, the project will expand the GO terminal's passenger waiting area, add public washrooms, improve ventilation, and install two escalators to improve the present link with the adjoining Finch subway station.

Postponed previously for lack of funds, the expansion will cost $1.2 million, which will be shared by GO and the Toronto Transit Commission. Design was completed and approved by both bodies during the fiscal year, and construction is scheduled to begin in June 1984 for completion in March 1985.

York Region Terminal is on Yonge Street near Finch Avenue in north Metro Toronto and serves over 10,000 passengers a day on the North Yonge and Bayview services.

## Bus Shelter Maintenance

The maintenance of GO Bus shelters by adult rehabilitation groups expanded to encompass most of the bus network.

GO Transit entered into a one-year agreement for $20,150 with the Ajax chapter of ARC Industries for the cleaning of 27 shelters and the Ajax and Oshawa Highway 401 stops in the Lakeshore East corridor. With this contract, ARC (Adult Rehabilitation Centre) Industries became responsible for maintaining 90 per cent of GO's bus shelters; the program, which prepares handicapped workers for employment in other jobs, began in 1978 on the North Yonge and Bayview routes with an agreement with ARC's Richmond Hill chapter, then expanded in 1982 to take in routes in Mississauga, Milton, Acton and Georgetown as well.

GO personnel are still responsible for maintaining rail shelters and all stations and buildings on the system.

## Bus Driver Services

GO's reliance entirely on outside agencies for the supply of bus driver services ended in fiscal 1983-84.

During the year, in its continual quest for improved operational effectiveness and efficiency, GO commissioned a management consultant study of options available for the provision of driver services for the GO Bus operation. The study was completed in October and recommended that GO employ its own drivers and support staff.

In December 1983, after its contract to supply driver services on the Uxbridge and Bayview routes had expired, Travelways Maple Leaf Limited – one of the three companies contracted to operate GO Bus service – requested GO to assume direct operation of these two routes as soon as possible. The transition was completed by the end of January 1984, and on January 29, GO employee drivers began providing service on the two routes – the first since GO Bus operation began in 1970.

At year end, plans were under way to assume driver responsibility eventually on the remaining GO routes.

## Special Passenger Needs

GO Transit continued to address the special needs of passengers with impairments who have difficulty using its service.

The program to make travel easier for such passengers has resulted in numerous improvements and policies which may go unnoticed by many commuters. Accomplishments over the years include: ticketing provisions which permit a disabled person and an attendant to travel on a single fare; reserved parking for handicapped passengers; pay telephones with volume-control handsets; upgraded illumination standards for vehicles and facilities; additional handrails and stanchions in the entrances and stairways of new vehicles; and color-contrasting, textured stair treads in stations to assist sight-impaired people.

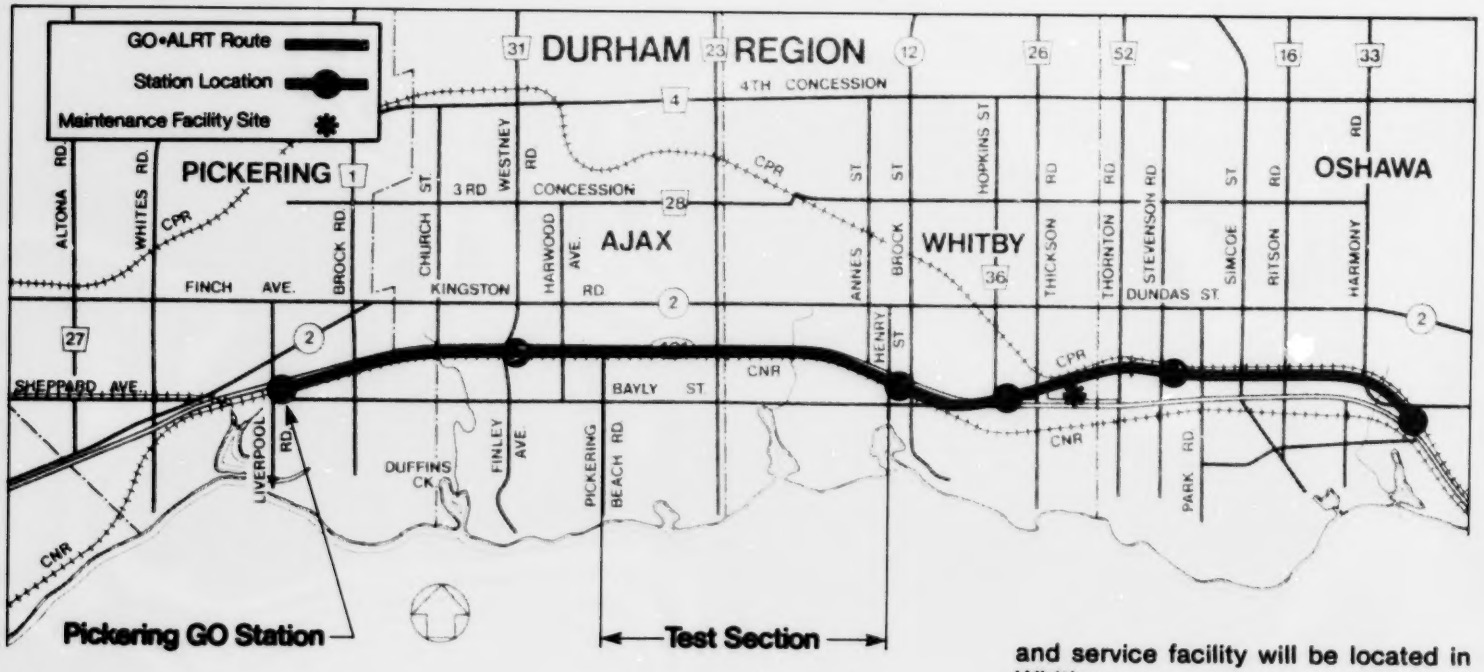
Although no large-scale projects were undertaken this fiscal year, GO's rail stations and bus terminals are being improved as quickly as funds and construction scope permit.

## GO-ALRT Program

Planning and design of GO-ALRT (Advanced Light Rail Transit) service progressed on schedule during the fiscal year.

Announced by the Province in October 1982, GO-ALRT service is designed to meet long-range commuter demand by improving interregional transit in the Hamilton-Toronto-Oshawa area, starting with extension of the present Lakeshore GO line east from Pickering to Oshawa. GO plans to provide ALRT service eventually along the entire Lakeshore between Hamilton and Oshawa, and on a northern route through Toronto connecting Oakville and Pickering on the Lakeshore with the international airport and several municipal city centres in the GO service area.

Technology for the new system – which will operate electric-powered trains on exclusive rights-of-way – is being developed by the Province's Urban Transportation Development Corporation. The GO-ALRT Program established to implement the service is a combined endeavor of the Ontario Ministry of Transportation and Communications




and GO Transit, which will ultimately be the system's operator.

By year end, GO-ALRT's first phase – the 25-kilometre Pickering-Oshawa section – was in the advanced design stage, with construction of the initial segment between Pickering and western Oshawa scheduled to begin in spring 1984; priority will be given to a 6.1-kilometre stretch of track between Ajax and Pickering for the testing of vehicles and control systems before revenue service begins. The initial segment's five stations will be built at Liverpool Road in Pickering (the present terminus of the Lakeshore GO Train); Westney Road in Ajax; Brock Street and Hopkins Street in Whitby; and Stevenson Road in Oshawa. A maintenance and service facility will be located in Whitby.

Work also progressed on the 34-kilometre Oakville-to-Hamilton section in the west. This extension's first phase received municipal and regional approval in Halton during the year; a recommended route for the segment within Hamilton was presented to the municipalities and design of the Oakville-Burlington segment got under way by year end.

## Communications Study

A feasibility study addressing the communications needs of the GO operation began late in the fiscal year.

Recognizing the demands which its growing network and ridership place on its existing communications and control systems, GO commissioned the study to identify immediate and future requirements in conjunction with those of GO-ALRT service.

The study's scope includes the dissemination of information to passengers; safety and security of passengers and employees; maintenance and monitoring of equipment and plant; and the optimal location of control centres. At year end the study was in its initial phase, with the consultant scheduled to submit recommendations for the optimal system within the first quarter of 1984-85; subject to GO accepting the recommended option, the study is scheduled to proceed to the development of an implementation plan in the second phase.

## TeleGO

The TeleGO computerized information project was modified because the continuance of major technical difficulties did not warrant any further expenditure.

TeleGO's proven aspects will be applied instead to another project involving GO: development of a computerized "service bureau" to provide any number of transit systems with automated telephone information from a central, coordinated source. The project will test the practicality of such a bureau, using Automated Telephone Information System (ATIS) technology which has already been proven in service for individual transit properties.

The service bureau project will be undertaken and funded by the Ministry of Transportation and Communications, and initially will involve GO and Oakville Transit. If successful, the service bureau could be extended to other municipal transit systems in the GO service area as well.

## Security

Criminal incidents on the GO system, especially offenses against the person, decreased slightly this fiscal year over the last. Vandalism losses, meanwhile, after doubling from 1981-82 to 1982-83, remained constant but for a small increase due to inflation in repair costs.

To help curb vandalism and transportation fraud, GO introduced a reward incentive to increase public awareness of such crimes and encourage the reporting of occurrences. The $100 reward has so far been awarded to four members of the public and two employees of GO's contract operators for their assistance in apprehending and convicting offenders.

This fiscal year was the first full one for the Audit and Security Division created to consolidate functions made all the more important by GO's move toward new areas such as ALRT service and an honor ticketing system. The Division became Personnel, Audit and Security during the year.

## Proof Of Payment

A $390,000 contract was awarded at year end for the testing of a new, simplified ticketing method called POP, for Proof Of Payment.

An honor system, POP will be tested for six months starting in December 1984 on the Milton rail line, after which it will be evaluated for extension systemwide to streamline the ticketing procedure which GO Transit has been using since inception in 1967.

POP involves a concept new to the Toronto area, although used in many cities around the world, and will allow passengers to enter and exit from the GO system without showing a pass or depositing a ticket as they have to now. Passengers will only have to insert their tickets into special canceling machines at their station to enter the system, although GO security staff will be spot-checking for valid tickets and passes.

Included in the contract for POP equipment and support services were 25 ticket-issuing machines which will be tested separately as possible replacements for the obsolete fare registers now used on GO Buses.

## Fare Increase

GO fares rose by an average 9.8 per cent on July 1.

Approved by the Provincial Cabinet Committee on Administered Prices, the increase raised GO's fare formula from a fixed base charge of 35 cents plus 5.2 cents a kilometre to 40 cents plus 5.7 cents; as in 1982-83's increase, there was no change in the discount rates for 10-ride ticket books and monthly passes.

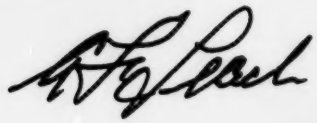
The increase is part of GO's continuing effort to meet the 65:35 revenue/operating cost ratio set by Cabinet in 1977. At year end, 58.32 per cent of operating costs were being recovered through passenger fare revenue, an increase of 4.52 per cent over last fiscal year's 53.8 per cent.

## Non-Fare Revenue

Revenue from sources other than GO commuter fares amounted to $3.42 million in 1983-84, compared with $2.5 million in 1982-83.

Sundry revenue consisted of: $424,000 from the leasing of commercial space, mainly in Union Station; rentals totaling $277,000 for rail rolling stock and $394,000 for buses; $284,000 from the sale of advertising space on the GO system; $227,000 in interest income; and $1.8 million from other sources, including bus parcel express revenue, commissions for selling other carriers' tickets, and operation of service for Canada's Wonderland.

The increase over the previous fiscal year reflects GO's intensified efforts to generate extra revenue to offset general operating costs. In realty services, for instance, GO maximized commercial revenue where possible: as examples, rental revenue in the Union Station concourse was increased substantially by subdividing existing retail space; and at York Region Terminal the expansion of facilities will make additional commercial space available (the construction costs for which will be recovered within two years).



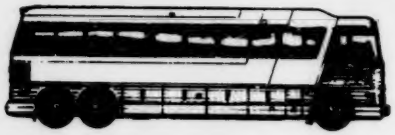
A.F. LEACH
Managing Director
and Secretary

# Auditors' Report

To the Members of the Toronto Area Transit Operating Authority, the Minister of Transportation and Communications, and the Provincial Auditor.

We have examined the balance sheet of the Toronto Area Transit Operating Authority as at March 31, 1984 and the statements of equity, operations and changes in financial position for the year then ended. Our examination was made in accordance with generally accepted auditing standards, and accordingly included such tests and other procedures as we considered necessary in the circumstances.

In our opinion, these financial statements present fairly the financial position of the Authority as at March 31, 1984 and the results of its operations and the changes in its financial position for the year then ended in accordance with generally accepted accounting principles applied on a basis consistent with that of the preceding year.



North York, Ontario
June 15, 1984

Touche Ross & Co.
Chartered Accountants

TORONTO AREA TRANSIT OPERATING AUTHORITY
(Incorporated without share capital under the
Toronto Area Transit Operating Authority Act, 1974)

# BALANCE SHEET AS AT MARCH 31, 1984

(In thousands of dollars)

## Assets

| Current | 1984 | 1983 |
|---|---|---|
| Cash | $ 57 | $ 59 |
| Accounts receivable | 1,529 | 5,330 |
| Deposit with C.N.R. | 9,000 | 8,340 |
| Due from the Province of Ontario | 8,346 | 10,065 |
| Spare parts and supplies | 3,639 | 3,213 |
| Prepaid expenses | 286 | 217 |
| | 22,857 | 27,224 |
| **Fixed** | | |
| Land | 24,850 | 25,018 |
| Buildings and equipment (Note 2) | 173,161 | 114,921 |
| Leasehold improvements, net of accumulated amortization of $181 (1983 - $123) | 1,138 | 1,056 |
| Improvements to railway right of way and railway plant, net of accumulated amortization of $19,378 (1983 - $14,110) | 86,916 | 89,231 |
| Construction in progress | | |
| Toronto Transportation Terminal Project (Note 6) | 18,226 | 15,196 |
| Bi-level Commuter Cars | — | 33,826 |
| Other | 3,588 | 496 |
| | 307,879 | 279,744 |
| | $ 330,736 | $ 306,968 |

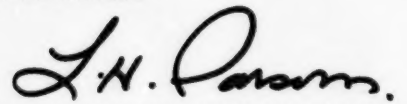
## Liabilities

| Current | 1984 | 1983 |
|---|---|---|
| Accounts payable and accrued liabilities | $ 20,122 | $ 24,582 |
| Unearned revenue in respect of tickets sold and not used | 568 | 478 |
| | 20,690 | 25,060 |

## Equity

| | | |
|---|---|---|
| Province of Ontario | 310,046 | 281,908 |
| | $ 330,736 | $ 306,968 |

On behalf of the Members



..... Chairman

..... Member

See accompanying notes to financial statements.

# STATEMENT OF EQUITY

FOR THE YEAR ENDED MARCH 31, 1984
(In thousands of dollars)

| | 1984 | 1983 |
|---|---|---|
| Equity at beginning of year as previously reported | $ 282,428 | $ 236,610 |
| Less prior period adjustment (Note 11) | 520 | 520 |
| As restated | 281,908 | 236,090 |
| Capital contribution from the Province of Ontario | 42,178 | 53,175 |
| B.I.L.D. contributions from the Province of Ontario | 1,899 | 4,911 |
| Other M.T.C. contributions from the Province of Ontario | 33 | 111 |
| | 326,018 | 294,287 |
| Amortization of capital contributions | (15,972) | (12,379) |
| Equity at end of year | $ 310,046 | $ 281,908 |

# STATEMENT OF OPERATIONS

FOR THE YEAR ENDED MARCH 31, 1984
(In thousands of dollars)

| **Revenue** | 1984 | 1983 |
|---|---|---|
| Commuter services | $ 43,843 | 38,367 |
| Sundry revenue (Note 4) | 3,419 | 2,510 |
| | 47,262 | 40,877 |
| **Expenses** (Note 5) | | |
| Train and bus operations | 67,669 | 62,422 |
| Terminals and plant | 26,375 | 25,460 |
| General and administration | 12,401 | 11,241 |
| | 106,445 | 99,123 |
| **Loss from operations** | 59,183 | 58,246 |
| **Operating subsidy** from the Province of Ontario including amortization of capital contributions of $15,972 (1983 - $12,379) | 59,183 | 58,246 |
| **Net income** for the year | $ — | $ — |

See accompanying notes to financial statements.

# STATEMENT OF CHANGES IN FINANCIAL POSITION

FOR THE YEAR ENDED MARCH 31, 1984
(In thousands of dollars)

| | 1984 | 1983 |
|---|---|---|
| **Source of funds** | | |
| Revenue | | |
| Province of Ontario | | |
| Operating subsidy | 43,211 | 45,867 |
| Capital contribution | 44,110 | 58,197 |
| | 134,583 | 144,941 |
| Decrease in current assets other than cash | 4,365 | (10,973) |
| Proceeds on disposal of fixed assets | 49 | 632 |
| | 138,997 | 134,600 |
| **Use of funds** | | |
| To operations | | |
| Expenses | 106,445 | 99,123 |
| Less items not requiring an outlay of funds | | |
| Depreciation and amortization | 15,972 | 12,379 |
| (Gain) loss on disposal of fixed assets | (17) | 106 |
| | 90,490 | 86,638 |
| Capital expenditures — net | 44,139 | 58,579 |
| Decrease in current liabilities | 4,370 | 208 |
| | 138,999 | 145,425 |
| | (2) | (10,825) |
| **Opening cash balance** | 59 | 10,884 |
| **Ending cash balance** | $ 57 | $ 59 |

See accompanying notes to financial statements.

# NOTES TO FINANCIAL STATEMENTS

FOR THE YEAR ENDED MARCH 31, 1984
(In thousands of dollars)

**1. Summary of significant accounting policies**

**a. General**
These financial statements are prepared on the accrual basis using generally accepted accounting principles.

**b. Spare parts and supplies**
Spare parts and supplies are valued at the lower of cost and replacement cost.

**c. Fixed assets**
Fixed assets are valued at cost.

Cost in respect of assets acquired from the Ministry of Transportation and Communications on April 1, 1975 was determined as replacement cost as at that date, less depreciation calculated on the replacement values on a straight line basis.

The Authority provides for the depreciation and amortization of the various classes of assets over their estimated useful lives on a straight line basis. Depreciation for locomotives and auxiliary power control units is calculated using a straight line rate applied to cost plus an estimation of future overhaul costs.

Fixed asset categories and their corresponding depreciation and amortization rates are as follows:

| | |
|---|---|
| Buildings and equipment | |
| Shelters and ticket booths | 5 years |
| Other buildings | 20 years |
| Locomotives and auxiliary power control units | 25 years |
| Other railway rolling stock | 25 years |
| Buses | 12 years |
| Parking lots | 20 years |
| Sundry - Furniture and fixtures | 12 years |
| - Other | 3-5 years |
| Improvements to rail right of way and railway plant | 20 years |
| Leasehold improvements | 20 years |

When an asset is sold or otherwise disposed of, the costs and accumulated depreciation pertaining to that asset are removed from the accounts and a gain or loss is recorded in the statement of operations.

**d. Commuter services revenue**
Revenue is recognized when the transportation service is provided. Unearned amounts are reflected in the balance sheet as current liabilities.

**e. Subsidies**
Operating subsidies paid by the Province of Ontario are treated as reductions of operating losses. Capital contributions from the Province of Ontario are included in equity and are amortized to income over the useful lives of the related assets.

## 2. Buildings and equipment

| | 1984 | | | 1983 |
|---|---|---|---|---|
| | Cost | Accumulated depreciation | Net book value | Net book value |
| Buildings | $ 28,623 | $ 7,350 | $ 21,273 | $ 22,646 |
| Locomotive and auxiliary power control units | 24,978 | 10,050 | 14,928 | 15,629 |
| Other railway rolling stock | 148,060 | 25,482 | 122,578 | 60,589 |
| Buses | 17,971 | 9,885 | 8,086 | 9,479 |
| Parking lots | 5,690 | 1,653 | 4,037 | 4,133 |
| Sundry | 4,103 | 1,844 | 2,259 | 2,445 |
| | $229,425 | $56,264 | $173,161 | $114,921 |

## 3. Operating agreements
Substantially all of the services provided by the Authority are operated by outside parties using vehicles and rolling stock owned by the Authority. These services are governed by the following agreements.

| Party | Period of agreement |
|---|---|
| Canadian National Railway | June 1, 1977 to May 31, 1987 |
| Gray Coach Lines | To December 31, 1984 |
| Charterways Transportation Limited | December 1, 1983 to December 31, 1984 |
| Canadian Pacific Limited | October 26, 1981 to October 25, 1991 |

## 4. Sundry revenue
The details of sundry revenue are as follows:

| | 1984 | 1983 |
|---|---|---|
| Other income | $ 1,351 | $ 1,445 |
| Interest income | 227 | 410 |
| Equipment rentals | 1,557 | 463 |
| Advertising revenue | 284 | 192 |
| | $ 3,419 | $ 2,510 |

## 5. Expenses
The details of expenses are as follows:

| | 1984 | 1983 |
|---|---|---|
| Salaries, wages and fringe benefits | $ 14,622 | $ 13,173 |
| Payments to outside parties for operation of services | 43,564 | 38,856 |
| Fuel and oil | 7,222 | 8,921 |
| Other expenses | 15,629 | 15,050 |
| | 81,037 | 76,000 |
| Leases, rentals and user charges | 9,436 | 10,764 |
| Depreciation and amortization | 15,972 | 12,379 |
| Total expenses | $106,445 | $ 99,123 |

Of the total expenses above, $81,037 (1983 - $76,000) is recognized as recoverable, in part, from passengers. The target amount to be ultimately recovered from passengers has been established as 65% of the recoverable expenses. In 1984, total revenue amounted to $47,262 (1983 - $40,877) and represents a recovery of 58.3% (1983 - 53.8%) of the recoverable expenses.

**6. Commitments**

**a) Leases**
Minimum operating lease payments in each of the next five years and in aggregate are as follows:

| | |
|---|---|
| 1984-1985 | $ 1,378 |
| 1985-1986 | 1,070 |
| 1986-1987 | 934 |
| 1987-1988 | 906 |
| 1988-1989 | 887 |
| Thereafter | 5,826 |
| | $11,001 |

**b) Capital**
The Toronto Transportation Terminal Project initially involved the Province of Ontario, the Authority, the Government of Canada, the Canadian National Railway, Canadian Pacific Limited and the Toronto Terminals Railway Company. As the parties could not reach agreement on a satisfactory cost sharing arrangement for the capital costs of the project, work is proceeding at the Authority's expense on a modified program which provides only for the immediate needs of GO Transit services.

The nature and amount of capital commitments undertaken by the Authority, net of payments made to March 31, 1984, are outlined below.

| | |
|---|---|
| Agreements for the development of the Toronto Transportation Terminal Project | $14,537 |

**7. Pensions**
The Authority provides pension benefits for its employees through participation in the Public Service Superannuation Fund established by the Province of Ontario. The Province is amortizing the unfunded liability of the plan through a series of annual payments and has charged the Authority for its share of such payments for the year.

**8. Fixed assets review**
The Authority undertook a major review of its fixed assets during the year. This review was made in conjunction with a program to computerize the fixed asset records. During the course of this work some assets were reclassified. An additional depreciation charge amounting to $518 was passed to reflect the changes made to fixed assets in 1983/84.

**9. Revised statement presentation**
The Authority has changed the statement of changes in financial position from one in which funds are defined as working capital to one in which funds are defined as cash. The change was made to enhance the usefulness of the statement.

**10. Comparative figures**
Certain comparative figures have been restated to conform with the 1984 financial statement presentation.

**11. Prior period adjustment**
A certain portion of the land in Pickering acquired by the Authority prior to this year was transferred from the Ministry of Transportation and Communications at an appraised value as the final cost of the land had not as yet been determined. Subsequent to that time it was determined that the cumulative value of the land transferred was $520 in excess of the actual cost of the land. This $520 has been removed from the land account and the Province of Ontario Equity account by way of this prior period adjustment.

## Objectives

GO Transit (the Toronto Area Transit Operating Authority) is an Agency of the Crown established to:

Design and operate interregional transit for people whose travel takes them through more than one regional municipality;

And encourage convenient and efficient meshing of the transit systems operating in the Toronto-centred area and interfacing with the GO Transit system.

## Area of Jurisdiction

GO Transit is a voluntary association (empowered by legislation) of the Regional Municipalities of Peel, York, Halton, Durham and Hamilton-Wentworth, the Municipality of Metropolitan Toronto and the Province of Ontario.

## Membership

The Board is composed of seven Members: the Chairman, appointed by the Lieutenant Governor in Council; and the Chairmen of the Councils of Peel, York, Halton, Durham, Hamilton-Wentworth and Metropolitan Toronto.

### Members

L.H. PARSONS
Chairman

Mrs. A.H. JONES
Vice-Chairman of the Board
Chairman, Council of
The Regional Municipality of Hamilton-Wentworth

R.F. BEAN
Chairman, Council of
The Regional Municipality of Peel

P.V. GODFREY
Chairman, Council of
The Municipality of Metropolitan Toronto

G. HERREMA
Chairman, Council of
The Regional Municipality of Durham

P.D. POMEROY
Chairman, Council of
The Regional Municipality of Halton

A. ROMAN
Chairman, Council of
The Regional Municipality of York

### Minister

The Honourable JAMES W. SNOW
Minister of Transportation and Communications

### Officers

A.F. LEACH
Managing Director
Secretary to the Board

A.M. ROBINSON
Director, Finance and Administration
Treasurer to the Board

J.A. BROWN
Director, Commuter Operations and Equipment

H.W. CLELLAND
Director, Development, Engineering and Plant

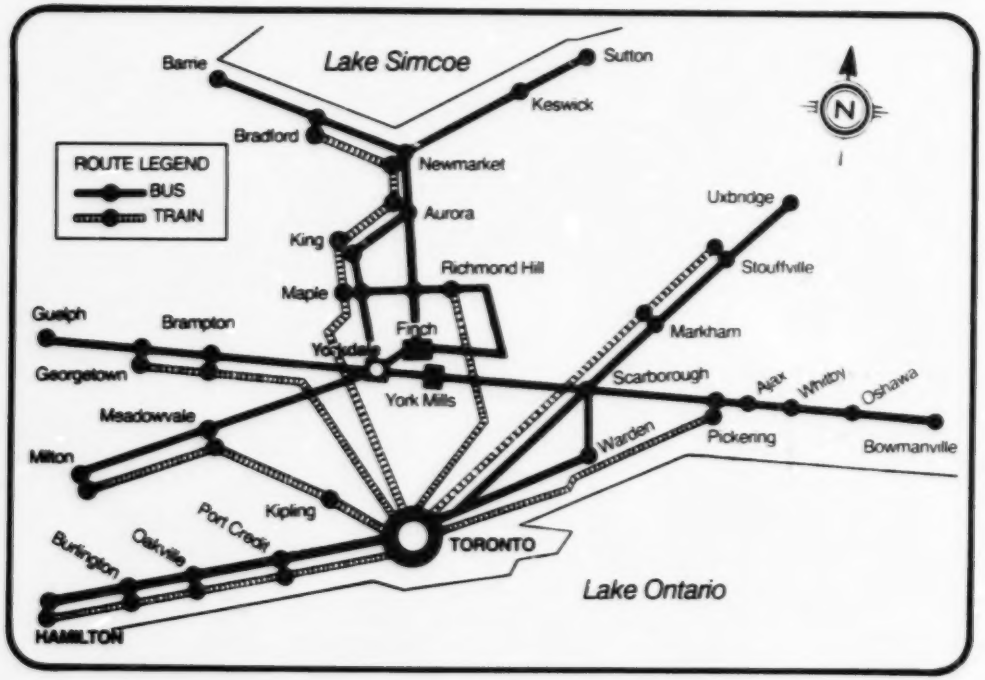
R.J. DESJARDINS
Director, Personnel, Audit and Security

H.D. MOSHER
Director, Services

D.A. SUTHERLAND
Deputy Executive Director, GO-ALRT Program

J.M. BURWELL
Director, Finance, GO-ALRT Program

GO TRANSIT 555 Wilson Avenue, Downsview, Ontario, Canada M3H 5Y6 (416) 630-5220




The GO Train and
GO Bus network at
**March 31, 1984**